

Contact Center Voice Agent

Address your voice needs swiftly by guaranteeing your customers connect with the best agent for the job every time.



Skill Based Routing

Route calls to agents based on their skill group and level. Skills and group levels can be customized, e.g., Linear, Circular, and Most Idle.



Queue Callback (Callback Assist)

Instead of waiting in queue or have your customer abandoned the call due to long wait times, customers may choose to have the system hold their place in line and call them when it is their turn to speak to a representative.



Realtime

Capture what agents are doing in the moment. Display KPI and queue stats by using pre-built wallboards or customize your own.



Your Contact Center Solution



Contact Center Agent Client (CCAC)

This web-based interface is designed to provide a single pane of glass for agents to navigate their media channels, tag account codes, and select the appropriate busy reason codes.



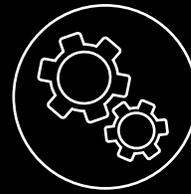
Contact Center Web Chat Agent

Customize your customers' chat experience and provide them live agents for all their needs. You can match a customer to an agent with the most fitting skill level, as well as customize greetings, messages, and the look of the web chat interface.



Salesforce Integration

Using Xima CCaaS, you can easily integrate CCAC into Salesforce providing features like Screen Pop and Click-to-Dial.



Integrations

Xima CCaaS integrates seamlessly with ACO, RingCentral, Metaswitch, 3CX, and Netsapiens.

How It Works

Xima CCaaS is hosted in Google Kubernetes. Your customer's instance will be installed and configured in the closest geographical Google Data Center. It registers using SIP handsets from the UCaaS system.

- This is a uniform dial plan, and there are no additional toll charges with Xima CCaaS.
- Your agents use whatever phone they are accustomed to on the UCaaS platform.
- Internal calls between your call center agents and office staff are fully supported.
- The call never leaves your UCaaS platform.

